HELPDESK SYSTEM

(HDS)

USER MANUAL

Release No.: 2.0

prepared by

OMESTI Berhad.

TABLE OF CONTENTS

1.0 HOW TO ACCESS THE HELPDESK SYSTEM (HDS) 1

2.0 HOW TO REGISTER NEW USER 2

3.0 HOW TO RECOVER PASSWORD 5

4.0 HOW TO LOGIN TO HELPDESK SYSTEM 7

4.1. Quick Search 8

5.0 HOW TO LOG INCIDENT 9

5.1. Add Contact Details 9

5.2. Add New Issue 10

5.2.1. Add Attachment 13

6.0 HOW TO SEARCH INCIDENT 15

6.1. Actions 16

6.1.1. View Incident Details 17

6.1.2. Edit Incident 18

6.1.3. Drop Incident 19

6.1.4. Bookmark Incident 20

7.0 HOW TO USE MY TRAY 21

7.1. My Tray 22

7.1.1. View Incident Details 22

7.1.2. Edit Incident 22

7.1.3. Drop Incident 22

7.1.4. Bookmark Incident 22

7.2. Bookmark Tray 23

7.2.1. View Incident Details 23

7.2.2. Remove Bookmark 23

7.3. Search My Tray 24

8.0 HOW TO MAINTAIN MY PROFILE 25

8.1. How to Change Password 26

8.2. How to Update Security Question 27

9.0 HOW TO VIEW INCIDENT STATISTIC REPORT 28

9.1. Export Incident Statistics Report 30

10.0 HOW TO VIEW INCIDENT DETAILS REPORT 33

10.1. Export Incident Details Report 35

11.0 HOW TO MAINTAIN DYNAMIC REPORT 37

11.1. Create Dynamic Report 38

11.2. Actions 40

11.2.1. View Dynamic Report Details 40

11.2.2. Edit Dynamic Report Details 41

11.2.3. Delete Dynamic Report 42

11.2.4. Generate Dynamic Report 43

1.0 HOW TO ACCESS THE HELPDESK SYSTEM (HDS)

To access the Helpdesk System (HDS), open any web browser and key in the URL http://helpdesk.fstech.formis.net at the address bar of the web browser.

Once entered, you will see the **Welcome Page** as displayed below:

Helpdesk System Welcome Page Screen

2.0 HOW TO REGISTER NEW USER

At Welcome page, click on hyperlink **New User Registration**.

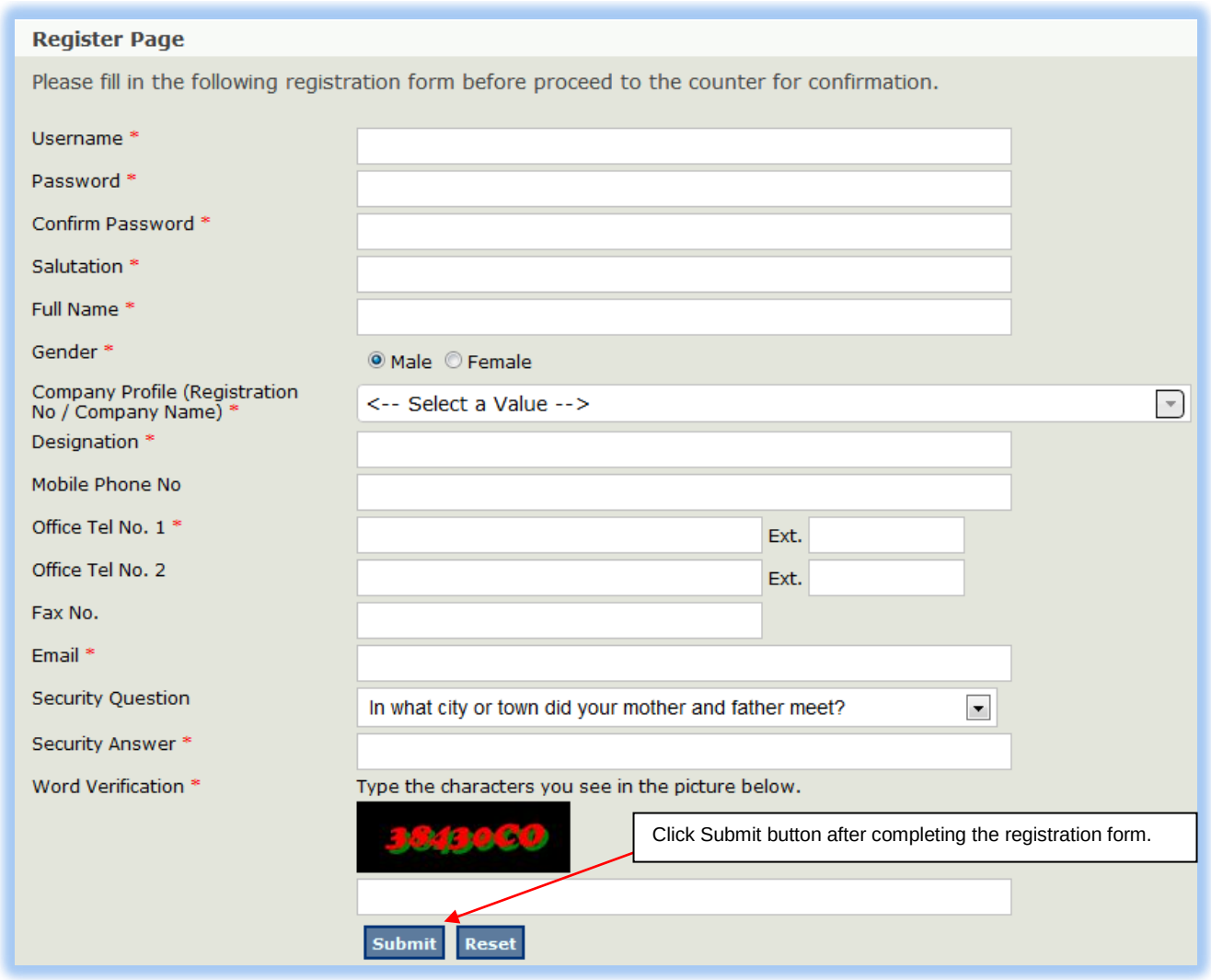
Helpdesk System Welcome Page Screen

NOTE:

1. To recover password, click on hyperlink **Password Recovery**.
2. Click on hyperlink **Help Page** to access Help page.

User Registration Page will be displayed.

Fill in the registration form and click Submit to submit the form.



User Registration Page Screen

NOTE:

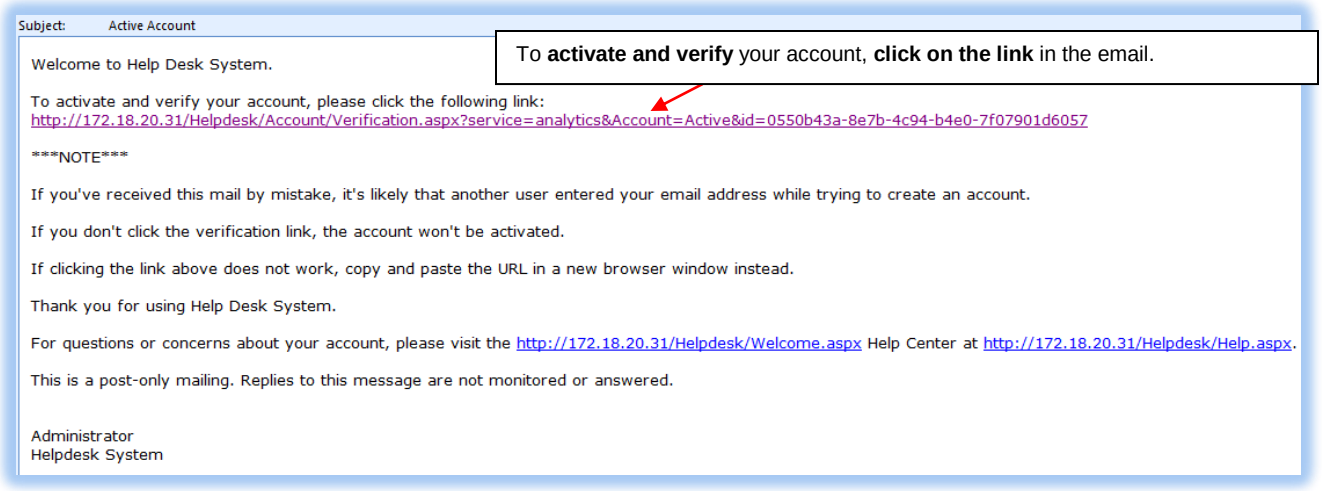
Field mark with '*' is mandatory field, user must fill in data before submitting the form.

Message **Registration Successful** will be displayed if registration is successful.

Registration Successful
Your registration form has been successfully submitted to the system. An account activation link will delivered to your email address :
sw1111 @live.com
Please activate your account by follow the instruction stated in the email received.
Click here to login page

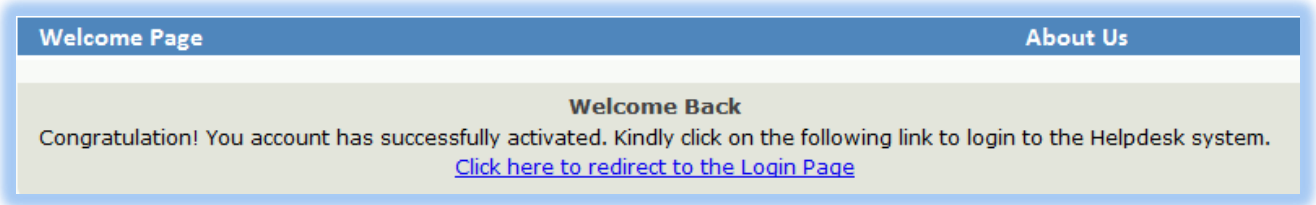
Registration Successful Screen

An **Account Activation** email will be sent to user. To **activate and verify** the new registered account, user needs to **click on the link in the Account Activation email**.


Subject: Active Account
To activate and verify your account, click on the link in the email.
Welcome to Help Desk System.
To activate and verify your account, please click the following link:
http://172.18.20.31/Helpdesk/Account/Verification.aspx?service=analytics&Account=Active&id=0550b43a-8e7b-4c94-b4e0-7f07901d6057
NOTE
If you've received this mail by mistake, it's likely that another user entered your email address while trying to create an account.
If you don't click the verification link, the account won't be activated.
If clicking the link above does not work, copy and paste the URL in a new browser window instead.
Thank you for using Help Desk System.
For questions or concerns about your account, please visit the http://172.18.20.31/Helpdesk/Welcome.aspx Help Center at http://172.18.20.31/Helpdesk/Help.aspx.
This is a post-only mailing. Replies to this message are not monitored or answered.
Administrator
Helpdesk System

Email for Account Activation Screen

Helpdesk System Welcome Page with message **Account Successfully Activated** screen will be displayed. User can **click on the hyperlink** to redirect to **Login Page**.


Welcome Page
About Us
Welcome Back
Congratulation! You account has successfully activated. Kindly click on the following link to login to the Helpdesk system.
Click here to redirect to the Login Page

Account Successfully Activated Screen

3.0 HOW TO RECOVER PASSWORD

At Welcome page, click on hyperlink **Password Recovery**.

HDS Welcome Page Screen

Password Recovery Page will be displayed.

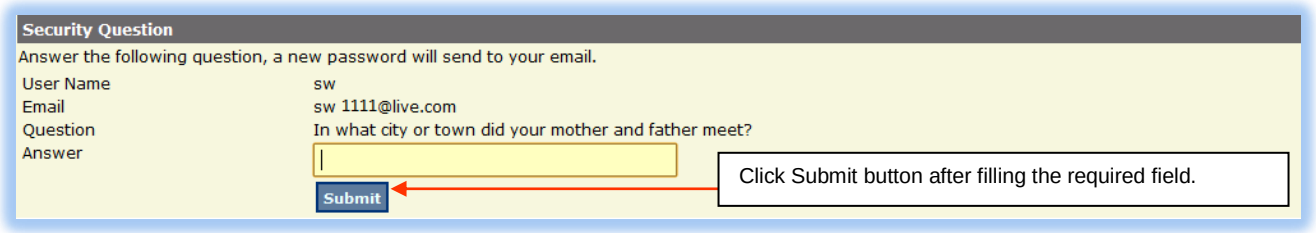
Fill in the Forget Password form and click Submit.

Password Recovery Page: Forget Password Screen

NOTE:

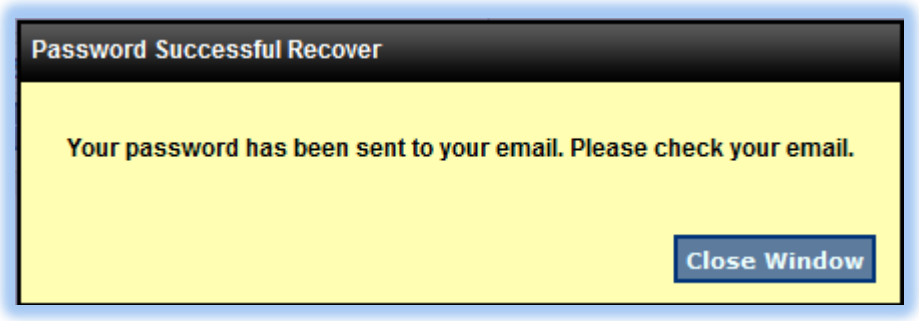
User Name and Email for **Password Recovery** needs to be same as the information used for registration.

Section **Security Question** will be displayed. Fill in the security **Answer** and click Submit.



Password Recovery Page: Security Question Screen

Message 'Password Successfully Recovered' will be shown. Recovered password will be sent to user email.



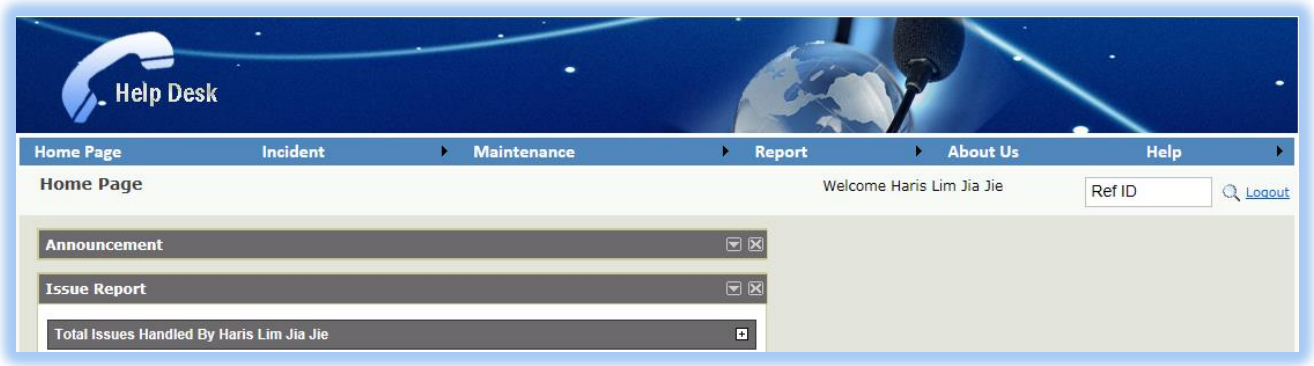
Password Successfully Recovered

4.0 HOW TO LOGIN TO HELPDESK SYSTEM

At **Welcome page**, fill in the **User Name** and **Password** at the **Log In to Helpdesk System** panel and click Login.

HDS Welcome Page Screen

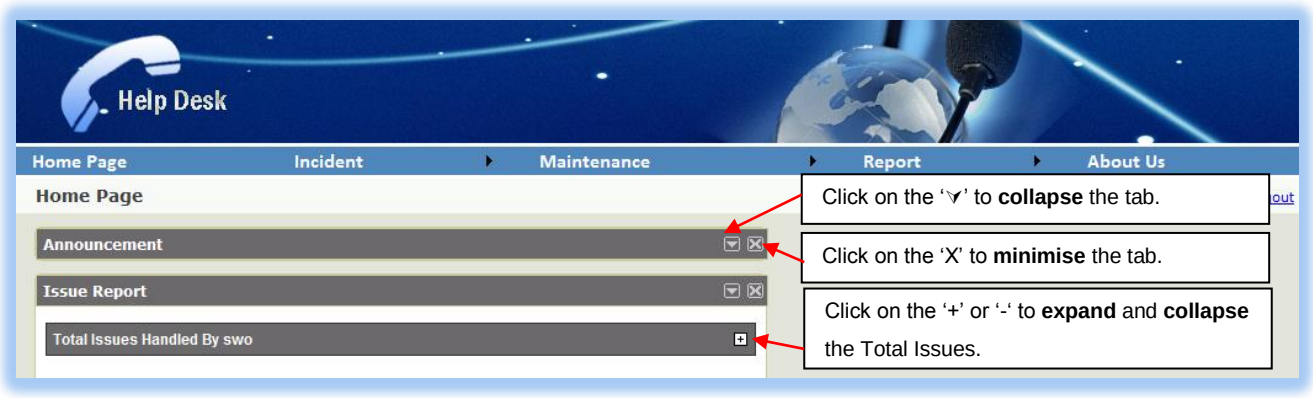
Home Page will be displayed.



Helpdesk System Home Page Screen

Announcement and **Total Number of Issues Reported** into HDS system will be displayed at Home Page screen.

User can click on button to **collapse or minimise** the tab. To **expand** and **collapse the** Total Issues Handled By User, click on the **'+'** or **'-'**.



Helpdesk System Home Page: Total Issues and Announcement Tabs Screen

4.1. Quick Search

Quick Search will be displayed below the Menu bar after login at every screen.

User can key in the **Ref ID** and click on to search for an issue.

Helpdesk System Home Page: Quick Search

5.0 HOW TO LOG INCIDENT

Go to ***Incident*** ⇨ ***Incident Log***

The Incident Log flow: **Add Contact Details ⇨ Add New Issue.**

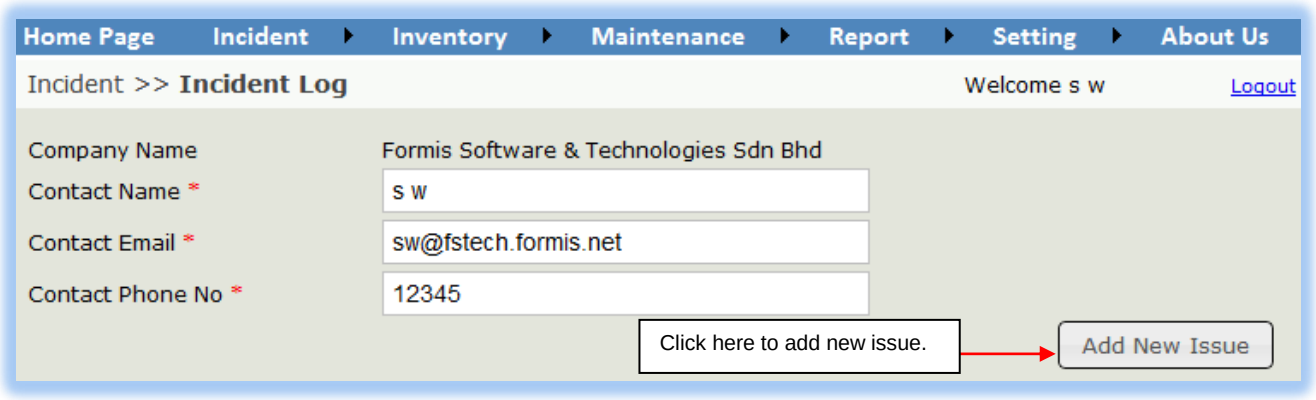
Which means user needs to complete process **Add Contact Details** (at screen Incident Log) before proceeding to **Add New Issue** (at screen Add New Issue).

5.1. Add Contact Details

Fill in all the mandatory fields that mark with '*', then click

to create new incident.

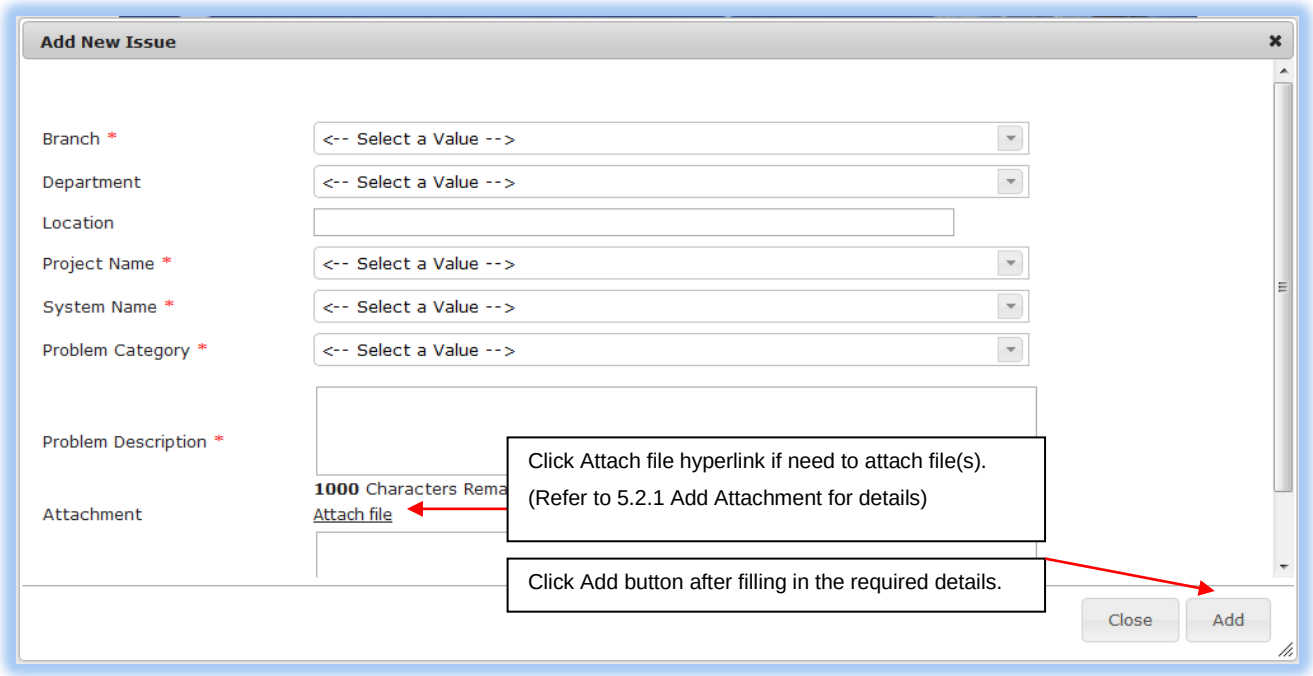
Window 'Add New Issue' will pop up.



Create Incident Log – Incident Log (Contact Details) Screen

5.2. Add New Issue

Fill in all mandatory fields (with *) and related information, if any attachment needs to be added, click on hyperlink Attach File (Please refer to Section *5.2.1 Add Attachment* for details.). Upon completion, click on button Add to add the incident log to cart.

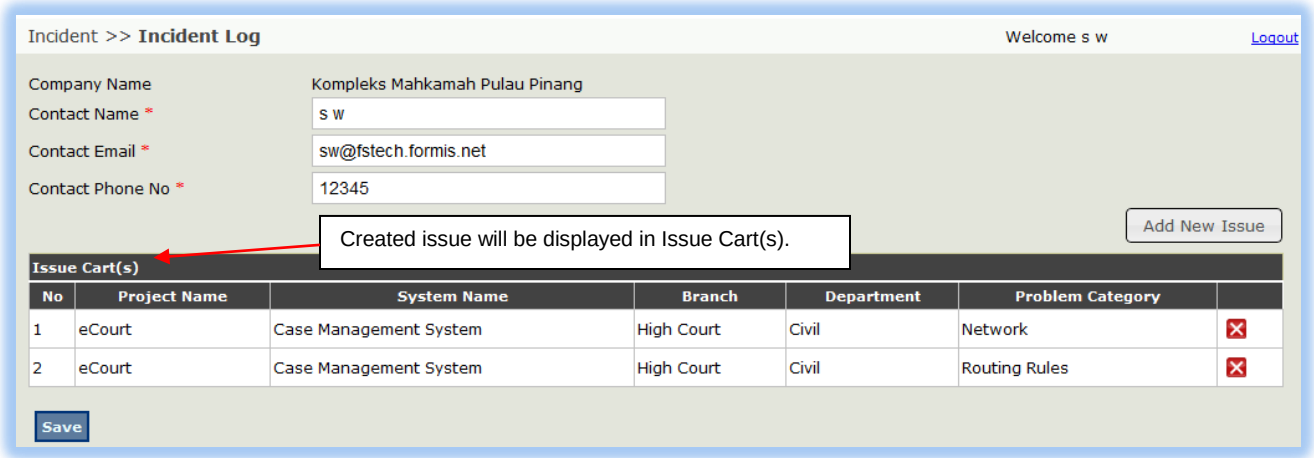


Create Incident Log – Add New Incident Issue Screen

NOTE:

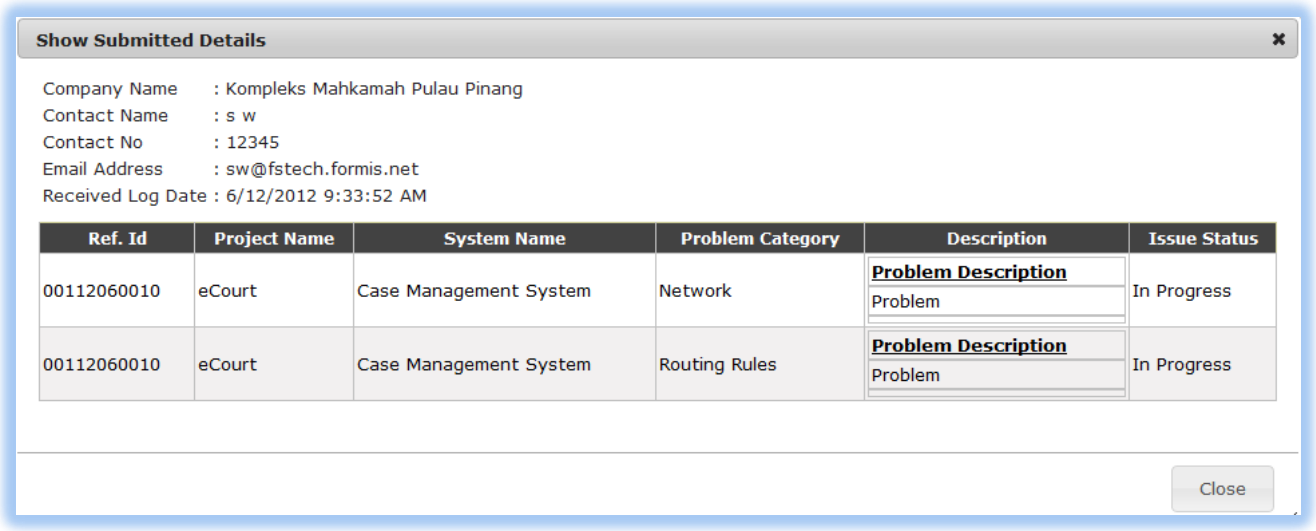
Field	Function
Inventory	This field is dependent on the Problem Category. If "**Hardware**" is selected for Problem Category, then **Inventory field will appear**.
Problem Description	Describe the problem / issue here.
Activity	Describe the **action taken** to solve the issue: action 1 action 2 action n
Solution	**If the 'Problem solved immediately' checked, this field is mandatory**. Describe the action that have been successfully solved the issue.

Created issue will be displayed in **Issue Cart** on the Incident Log page.



Create Incident Log – Issue Cart(s) Screen

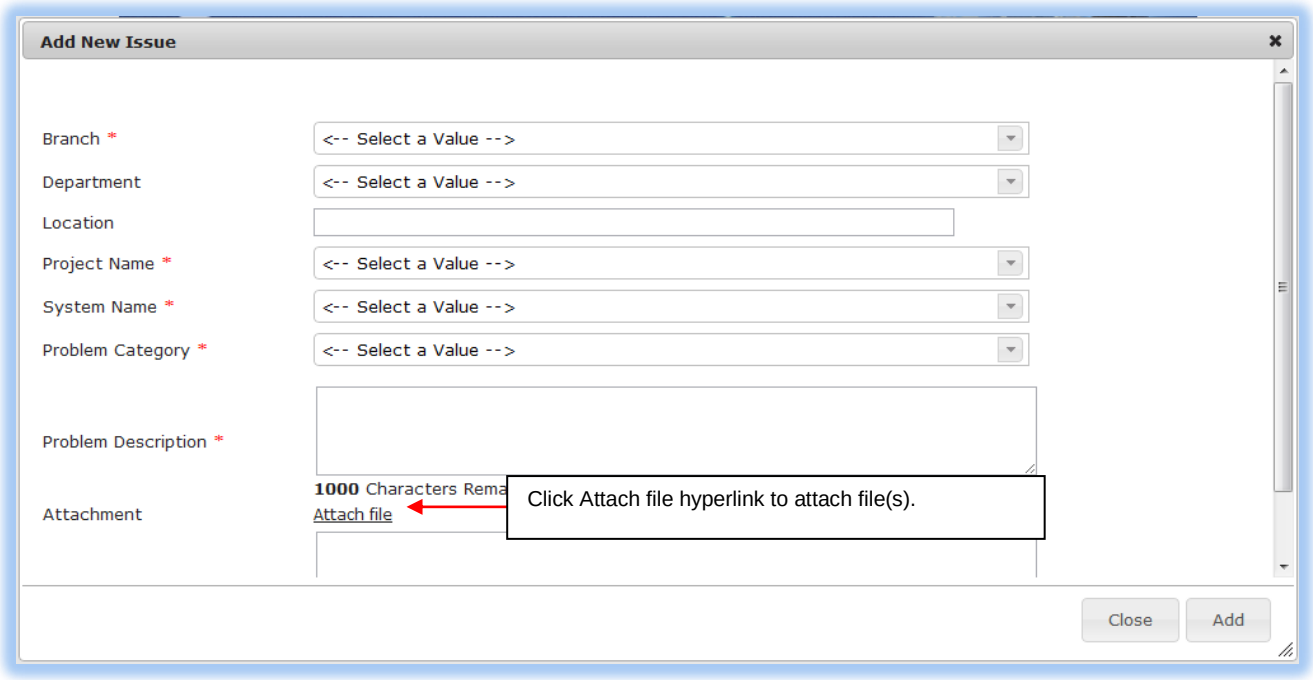
If there is more than one incident, click on button Add New Issue at Incident Log (Contact Details) Screen and repeat the same steps to fill in Add New Issue form and click on button Add. After all the issue have been added to Issue Cart, click on button Save to save the incident log. Window '**Show Submitted Details'** will be displayed.



Show Submitted Details Screen

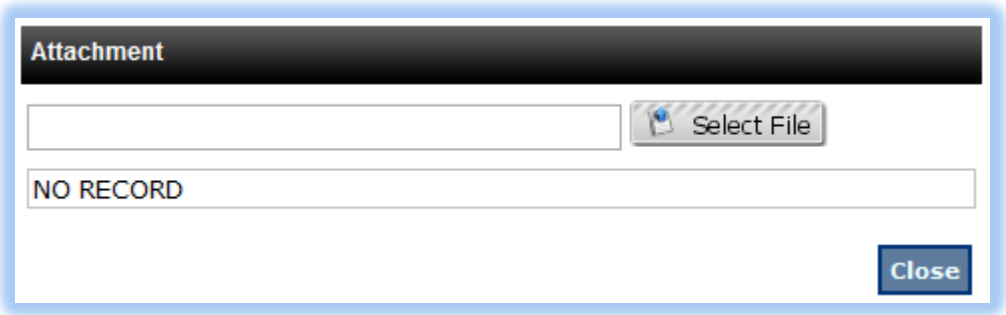
5.2.1. Add Attachment

At Add New Issue page, click on hyperlink **Attach file** to attach file(s) to the issue.



Create Incident Log – Add New Incident Issue Screen

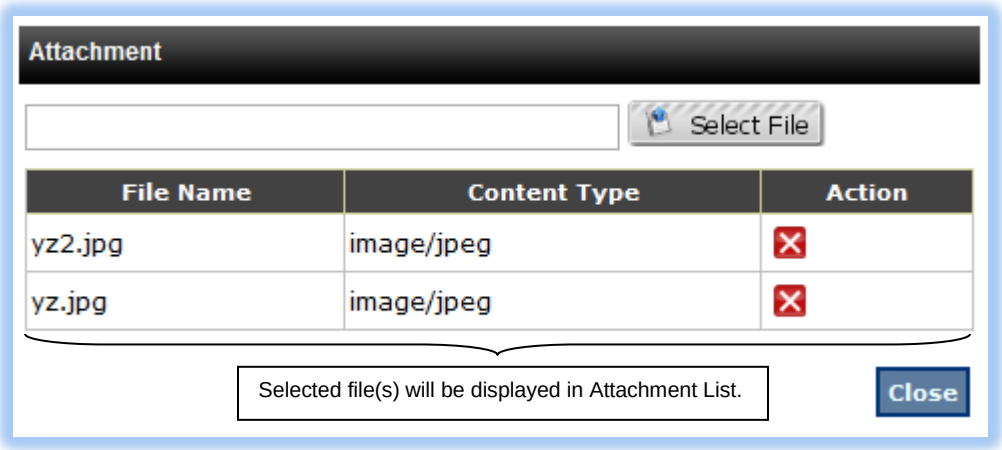
Add Attachment screen will pop up.



Add Attachment Screen

Click on button Select File to select file to attach. Add Attachment screen will pop-up. Select a file to attach; selected file will be displayed on the attachment list.

If user needs to add more than one attachment, click on button Select File and repeat the same steps to add more attachments.



Add Attachment Screen

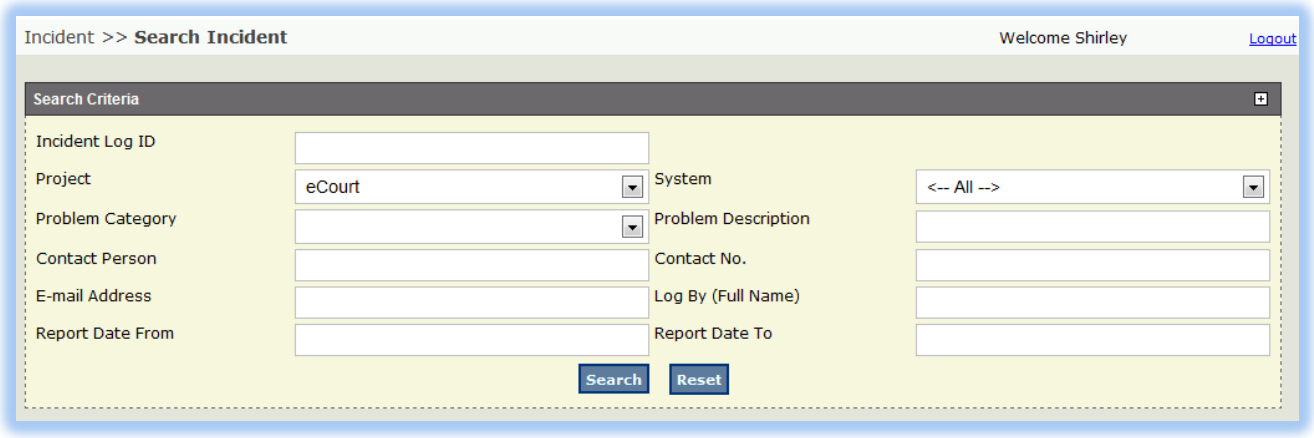
Click on button to delete the attached file. Message **Deleted Successfully** will be displayed at the top of the page.

Message Deleted Successfully

Click on button Close to close the Attachment form when all the attachments have been added to the issue.

6.0 HOW TO SEARCH INCIDENT

Go to ***Incident*** ⇨ ***Search Incident***



Search Incident Screen

Enter search criteria, next click on button to search for incident.

Click on button to reset the Search form.

NOTE:

Search criteria needs to be input according to the sequence below:

i. Project ⇨ System ⇨ Problem Category

Search Result will be listed in Search Result List according to the entered search criteria.

Branch Name	Project	Ref ID	Date Received	System	Issue Details	Issue Status	Actions
Federal Court	eCourt	00112080012	02 Aug 2012 04:37 PM	Case Management System	Test	In Progress	
Federal Court	eCourt	00112080006	01 Aug 2012 02:01 AM	Case Management System	User account blocked due to wrong password input.	Closed	
Federal Court	eCourt	00112070245	23 Jul 2012 08:55 AM	Case Management System	User call in to request for urgent new user ID registration that was send in by last Friday.	Closed	
Federal Court	eCourt	00112070247	23 Jul 2012 09:06 AM	Case Management System	User unable to print bar code for case in CMS, user request Formis to send someone for enable the feature.	Closed	

Search Incident Result Screen

6.1. Actions

Search result list provides View, Edit, Drop and Bookmark Incident actions ( ) located at the right hand side of the Search result list.

NOTE:

1. Record(s) that have been **closed will not have** icon for **Drop** action.
2. Only record owner is allowed to Drop incident.

6.1.1. View Incident Details

Click on icon to view record details.

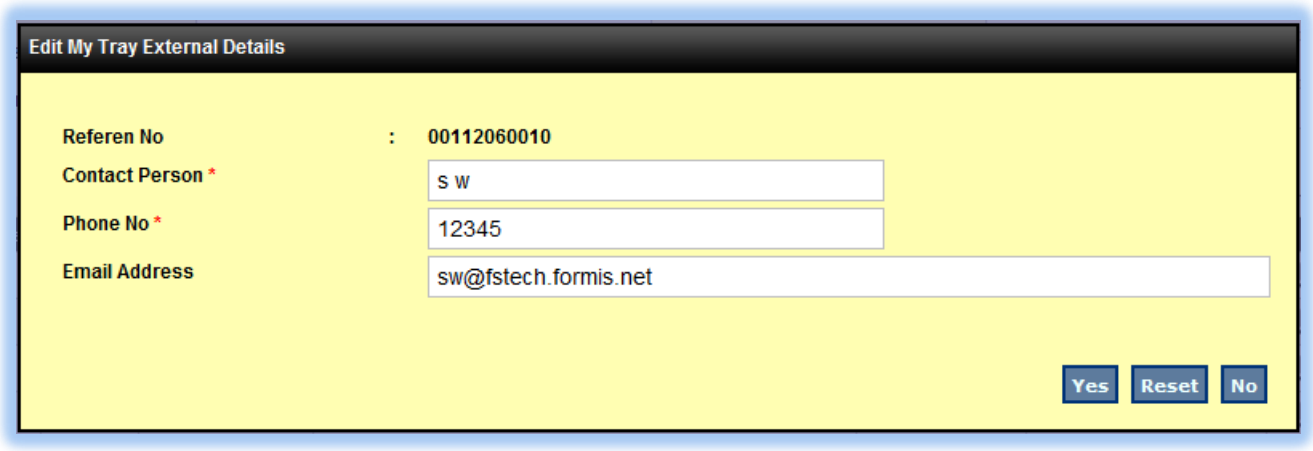
A pop-up window will be displayed, showing **Incident Log Details, Issue Details,** and **Activity Details** tabs screen.

User can view related incident details by clicking on the tab.

View Incident Details Screen

6.1.2. Edit Incident

Click on icon to edit incident. A pop-up screen **Edit My Tray External Details** will be displayed.

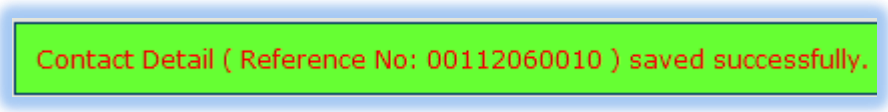


Edit My Tray External Details Screen

Click on button to reset the form.

Click on button to go back to Search Incident main page.

Click button to save edited details. Message **Saved Successfully** will be displayed at the top of the page.



Message Saved Successfully

6.1.3. Drop Incident

Click on icon to drop incident. Confirmation message will pop up.

Message **Deleted Successfully** will be displayed at the top of the page. Incident Issue **Status** will be updated to **Dropped**.

Message Deleted Successfully

An email with Subject **Issue Dropped** will be sent to all users including:

i. External users who made the request.

ii. Users who created the incident.

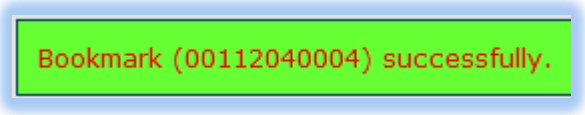
iii. Users who are in the escalation loop.

iv. Users who handled the incident and

v. Users who dropped the incident.

6.1.4. Bookmark Incident

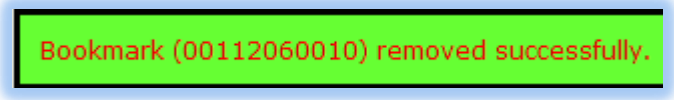
Click on icon to bookmark the incident. Message **Saved Successfully** will be displayed at the top of the page.



Message Saved Successfully

Bookmark icon changed to **grey color** after the record **has been bookmarked** by user.

To remove bookmark, click on icon . Message Removed Successfully will be displayed at the top of the page.

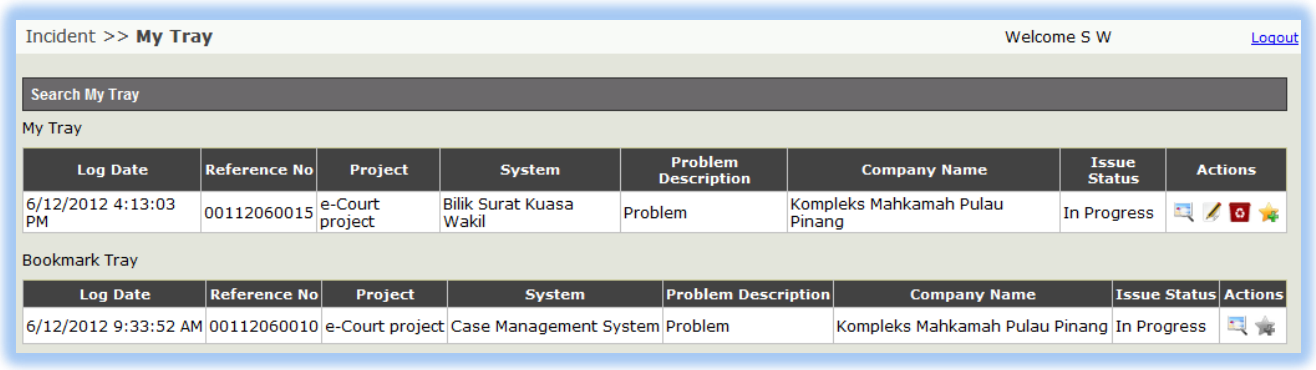


Message Removed Successfully

Record that has been removed bookmark will be **displayed** in **My Tray** with icon . Record has been removed from **Bookmark Tray**.

7.0 HOW TO USE MY TRAY

Go to ***Incident ⇨ My Tray***. My Tray screen shown below.



My Tray Screen

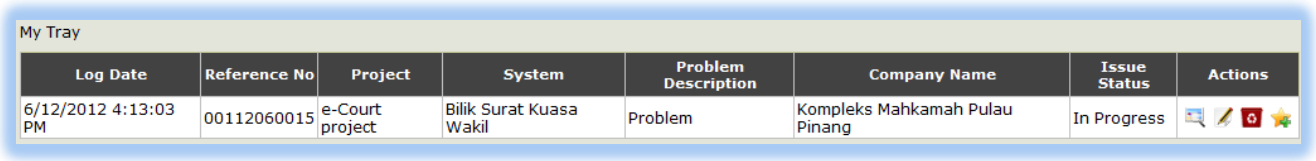
There are 2 sections in My Tray page, namely:

i. My Tray

ii. Bookmark Tray

7.1. My Tray

My Tray contains all Incident records that are or has been assigned to the user. By default, this tray lists all records which status is not closed and dropped.


My Tray

Log Date	Reference No	Project	System	Problem Description	Company Name	Issue Status	Actions
6/12/2012 4:13:03 PM	00112060015	e-Court project	Bilik Surat Kuasa Wakil	Problem	Kompleks Mahkamah Pulau Pinang	In Progress	

My Tray Section Screen

Actions

My Tray provides View, Edit, Drop and Bookmark actions. (by clicking on these icons)

7.1.1. View Incident Details

Click on icon to view record details. Please refer to Section *6.1.1. View Incident Details* for details.

7.1.2. Edit Incident

Click on icon to edit incident. Please refer to Section *6.1.2. Edit Incident* for details.

7.1.3. Drop Incident

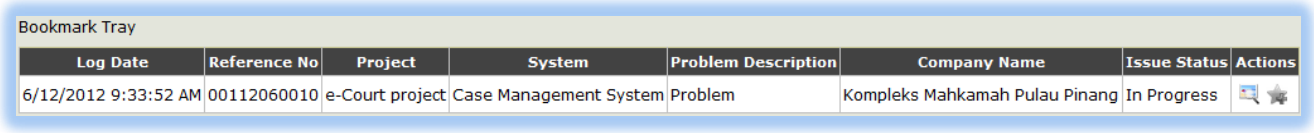
Click on icon to edit incident. Please refer to Section *6.1.3. Drop Incident* for details.

7.1.4. Bookmark Incident

Click on icon to edit incident. Please refer to Section *6.1.4. Bookmark Incident* for details.

7.2. Bookmark Tray

Bookmark Tray contains all Incident records which are bookmarked by user.


Bookmark Tray

Log Date	Reference No	Project	System	Problem Description	Company Name	Issue Status	Actions
6/12/2012 9:33:52 AM	00112060010	e-Court project	Case Management System	Problem	Kompleks Mahkamah Pulau Pinang	In Progress	

Bookmark Tray Section

a. By default, Bookmark Tray lists records which status is not closed or dropped.
b. User can bookmark the record at My Tray and Search Incident module (Please refer to Section *6.1.4. Bookmark Incident* for details).

Actions

Bookmark Tray provides View and Remove Bookmark actions. (by click on icon)

7.2.1. View Incident Details

Click on icon to view record details. Please refer to Section *6.1.1. View Incident Details* for details.

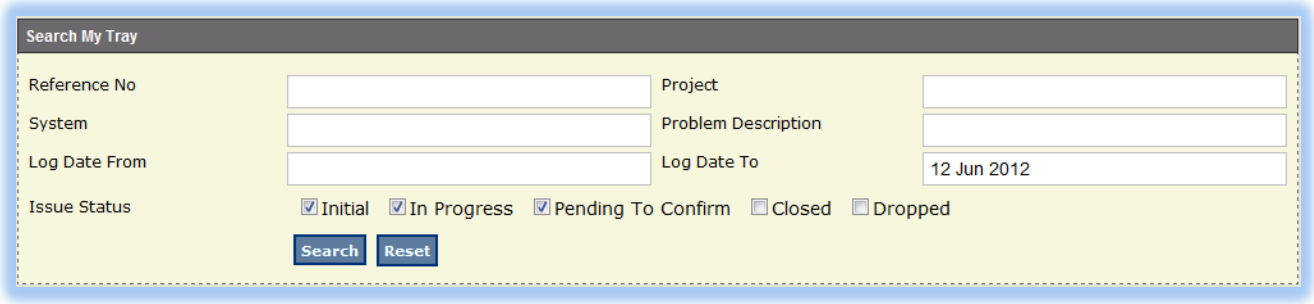
7.2.2. Remove Bookmark

Click on icon to **remove bookmark**. Confirmation message will pop-up. After confirming to remove bookmark, the record will removed from Bookmark Tray. Message **Successfully Removed** will be displayed at the top of the tab.

Message Bookmark Removed Successfully

7.3. Search My Tray

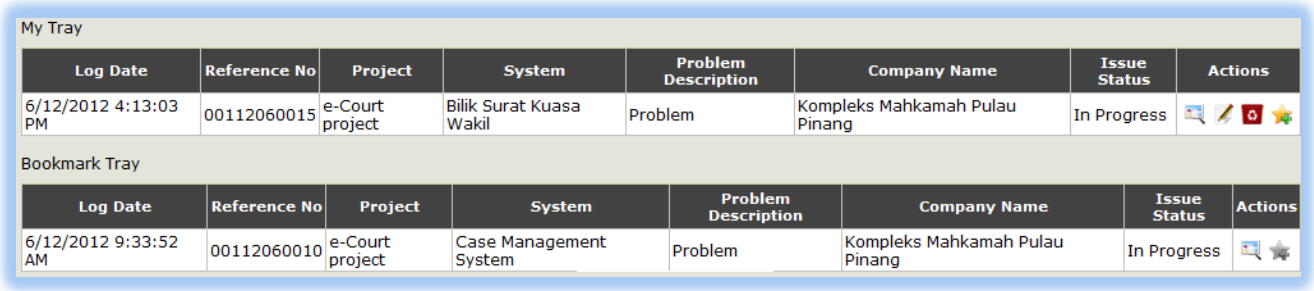
Click on **Search My Tray** tab to **expand** the search section.



Search My Tray Screen

Enter search criteria, click button to search incident. Incident result list will be listed at My Tray or Bookmark Tray according to the search value.

Click on button to reset the form.



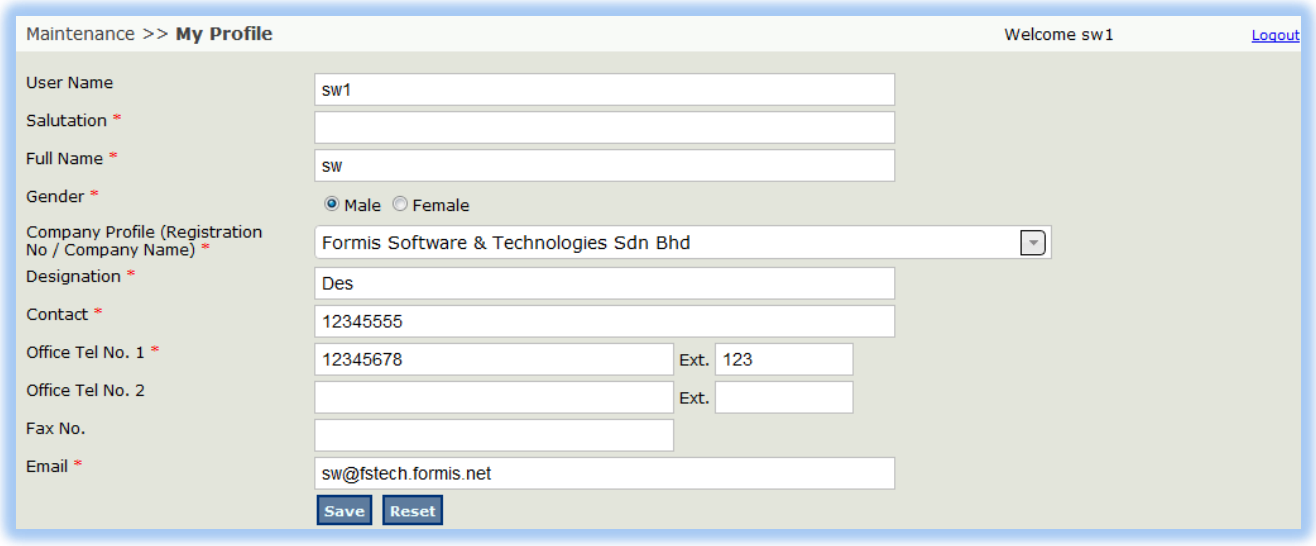
Search My Tray Result Screen

My Tray contains all Incident records that are or has been assigned to the user. Please refer to Section *7.1. My Tray* for details.

Bookmark Tray contains all Incident records which are bookmarked by the user. Please refer to Section *7.2. Bookmark Tray* for details.

8.0 HOW TO MAINTAIN MY PROFILE

Go to ***Maintenance*** ⇨ **My Profile**. Page My Profile will be displayed.



My Profile Screen

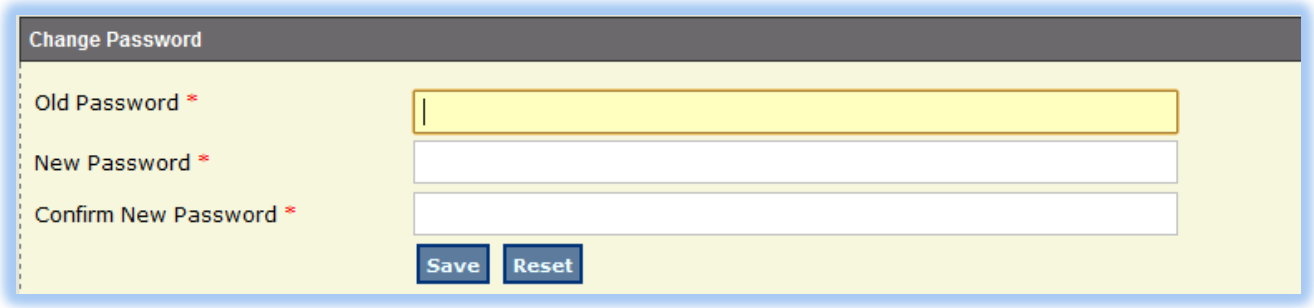
Edit form My Profile and click button

to save edited user profile. Message **Saved Successfully** will be displayed at the top of the page.

Message Saved Successfully

8.1. How to Change Password

Go to ***Maintenance*** ⇨ **My Profile** ⇨ Tab **Change Password**.



Change Password Screen

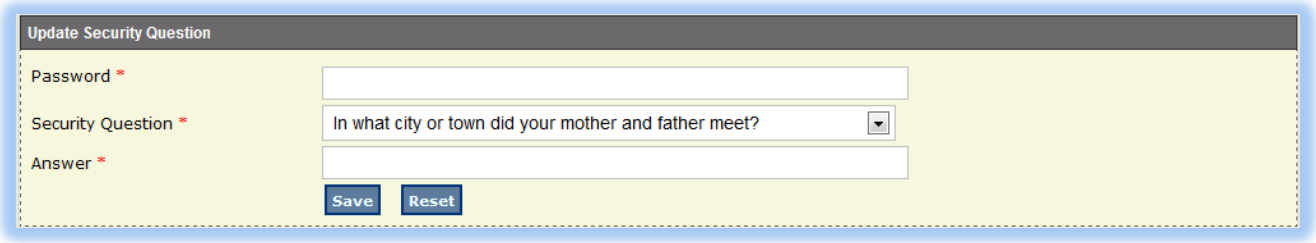
Enter the Old Password and create New Password before clicking on button

. **Message Saved Successfully** will be displayed at the top of the page.

Message Successfully Changed Password

8.2. How to Update Security Question

Go to ***Maintenance*** ⇨ **My Profile** ⇨ Tab **Update Security Question**.



Update Security Question Screen

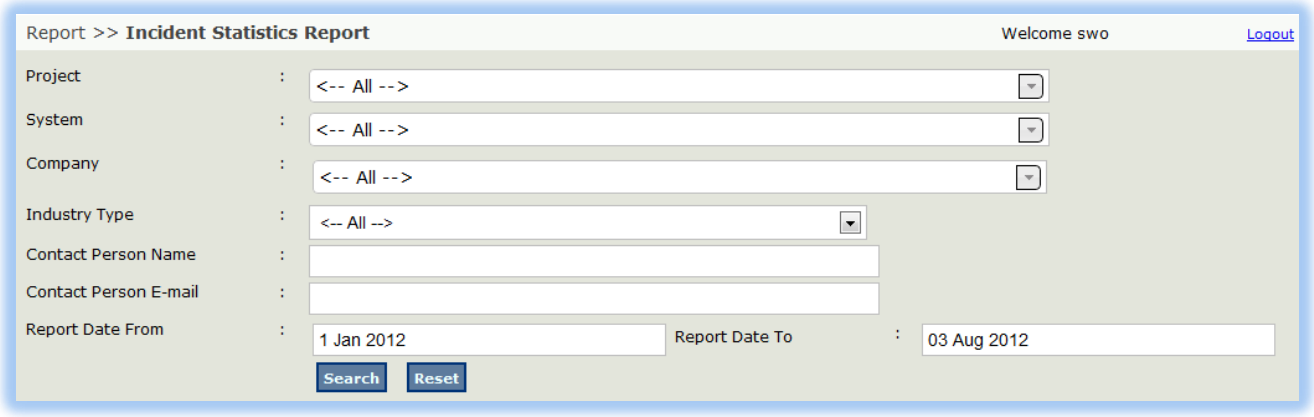
Enter Password, Security Question and Answer, click button Save. Message **Successful Updated** will be displayed at the top of the page.

Message Successfully Update Security Question

9.0 HOW TO VIEW INCIDENT STATISTIC REPORT

Go to ***Report*** ⇨ ***Incident Statistics Report***.

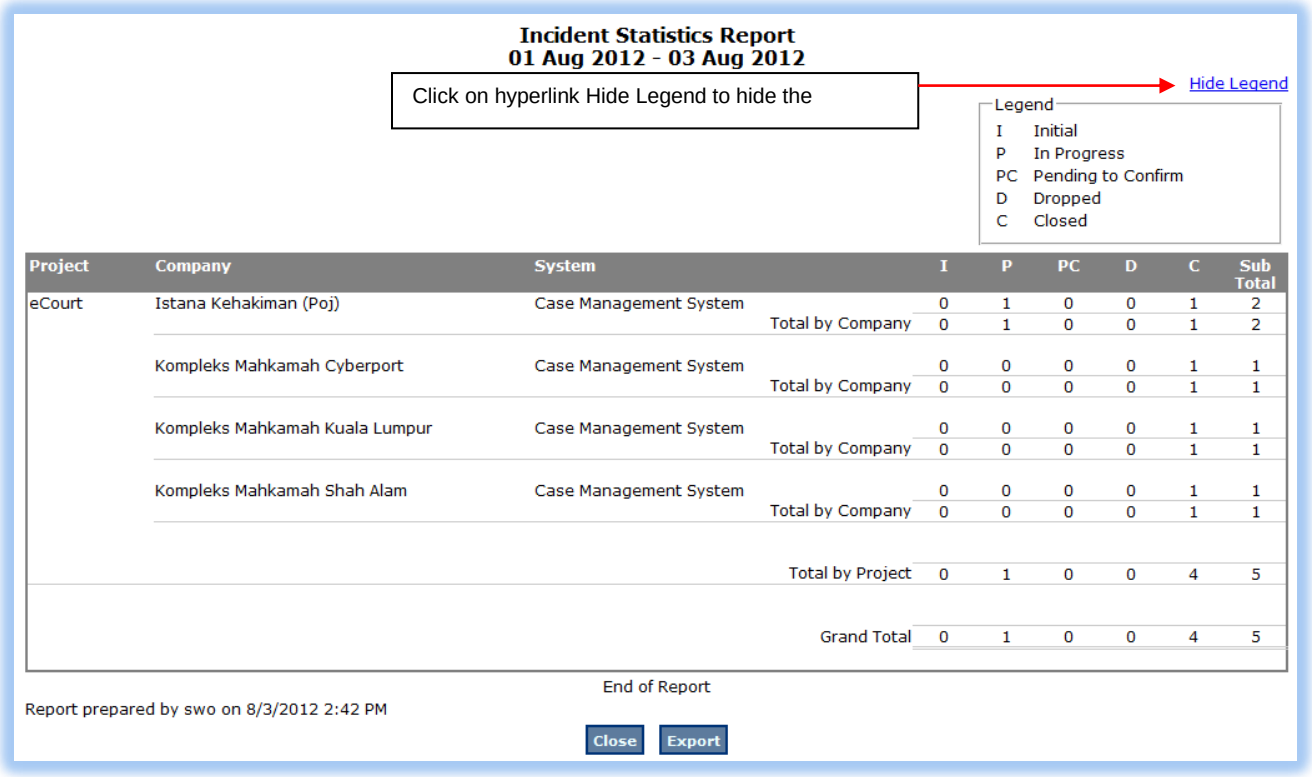
Page **Incident Statistics Report** with **Search** function will be displayed.



Incident Statistics Report Search Screen

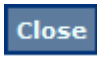
Click on button to **reset** the form.

To **search** Incident Statistics Report, enter search criteria, click on button , Incident Statistics Report will pop up according to search criteria.


Incident Statistics Report
01 Aug 2012 - 03 Aug 2012
Click on hyperlink Hide Legend to hide the
Hide Legend
Legend
I Initial
P In Progress
PC Pending to Confirm
D Dropped
C Closed
Project Company System I P PC D C Sub Total
eCourt Istana Kehakiman (Poj) Case Management System 0 1 0 0 1 2
Total by Company 0 1 0 0 1 2
Kompleks Mahkamah Cyberport Case Management System 0 0 0 0 1 1
Total by Company 0 0 0 0 1 1
Kompleks Mahkamah Kuala Lumpur Case Management System 0 0 0 0 1 1
Total by Company 0 0 0 0 1 1
Kompleks Mahkamah Shah Alam Case Management System 0 0 0 0 1 1
Total by Company 0 0 0 0 1 1
Total by Project 0 1 0 0 4 5
Grand Total 0 1 0 0 4 5
End of Report
Report prepared by swo on 8/3/2012 2:42 PM
Close
Export

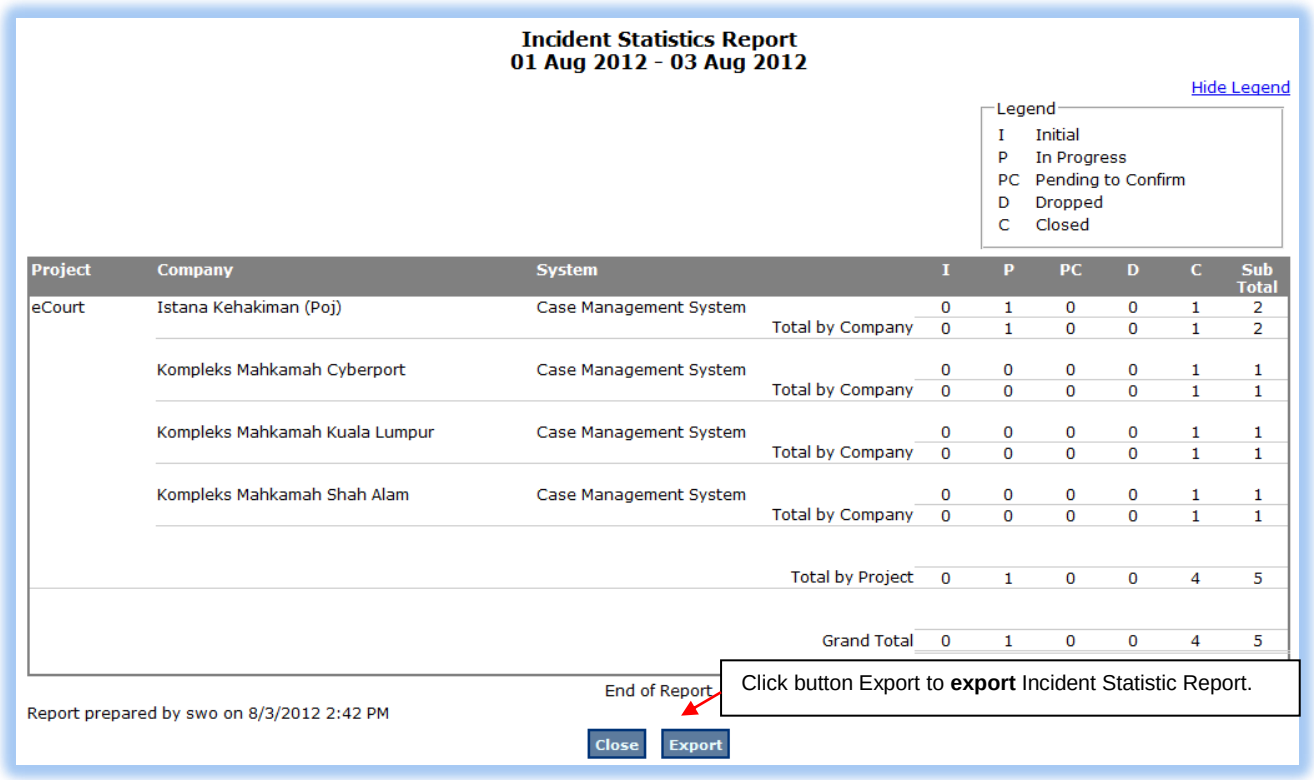
Incident Statistics Report Screen

Click on hyperlink **Hide Legend** to hide the Legend. To **Hide Legend**, click on hyperlink **Show Legend**.

Click on button  to close Incident Statistics Report.

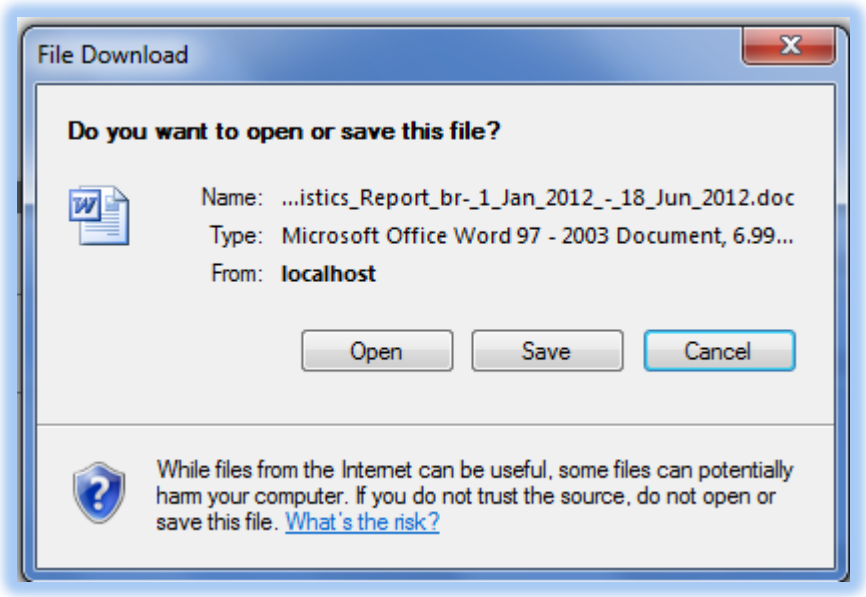
9.1. Export Incident Statistics Report

To export Incident Statistics Report, click on button **Export** on Incident Statistics Report Screen.


Incident Statistics Report
01 Aug 2012 - 03 Aug 2012
Hide Legend
Legend
I Initial
P In Progress
PC Pending to Confirm
D Dropped
C Closed
Project Company System I P PC D C Sub Total
eCourt Istana Kehakiman (Poj) Case Management System 0 1 0 0 1 2
Total by Company 0 1 0 0 1 2
Kompleks Mahkamah Cyberport Case Management System 0 0 0 0 1 1
Total by Company 0 0 0 0 1 1
Kompleks Mahkamah Kuala Lumpur Case Management System 0 0 0 0 1 1
Total by Company 0 0 0 0 1 1
Kompleks Mahkamah Shah Alam Case Management System 0 0 0 0 1 1
Total by Company 0 0 0 0 1 1
Total by Project 0 1 0 0 4 5
Grand Total 0 1 0 0 4 5
End of Report
Report prepared by swo on 8/3/2012 2:42 PM
Click button Export to **export** Incident Statistic Report.
Close
Export

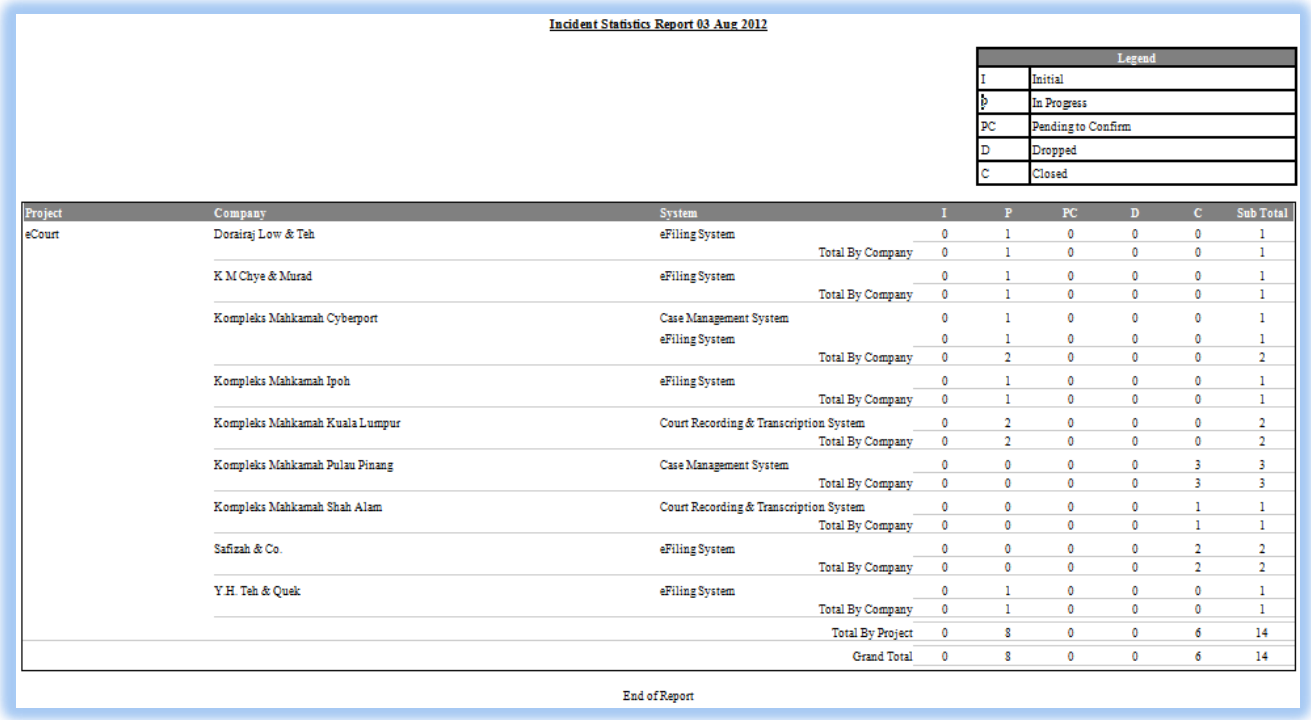
Incident Statistics Report Screen: Export

Window **File Download** will be displayed.


File Download
Do you want to open or save this file?
Name: ...istics_Report_br-_1_Jan_2012_-_18_Jun_2012.doc
Type: Microsoft Office Word 97 - 2003 Document, 6.99...
From: localhost
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

File Download Screen

Click on button Open or Save to **open** or **save** the Incident Statistics Report. Report will open or save in **Microsoft Word** format.



Incident Statistics Report 03 Aug 2012

Legend	
I	Initial
P	In Progress
PC	Pending to Confirm
D	Dropped
C	Closed

Project	Company	System	I	P	PC	D	C	Sub Total
eCourt	Dorairaj Low & Teh	ePiling System	0	1	0	0	0	1
		Total By Company	0	1	0	0	0	1
	K M Chye & Murad	ePiling System	0	1	0	0	0	1
		Total By Company	0	1	0	0	0	1
	Kompleks Mahkamah Cyberport	Case Management System	0	1	0	0	0	1
		ePiling System	0	1	0	0	0	1
		Total By Company	0	2	0	0	0	2
	Kompleks Mahkamah Ipoh	ePiling System	0	1	0	0	0	1
		Total By Company	0	1	0	0	0	1
	Kompleks Mahkamah Kuala Lumpur	Court Recording & Transcription System	0	2	0	0	0	2
		Total By Company	0	2	0	0	0	2
	Kompleks Mahkamah Pulau Pinang	Case Management System	0	0	0	0	3	3
		Total By Company	0	0	0	0	3	3
	Kompleks Mahkamah Shah Alam	Court Recording & Transcription System	0	0	0	0	1	1
		Total By Company	0	0	0	0	1	1
	Safizah & Co.	ePiling System	0	0	0	0	2	2
		Total By Company	0	0	0	0	2	2
	Y.H. Teh & Quek	ePiling System	0	1	0	0	0	1
		Total By Company	0	1	0	0	0	1
		Total By Project	0	8	0	0	6	14
		Grand Total	0	8	0	0	6	14

End of Report

Downloaded Report Sample Screen

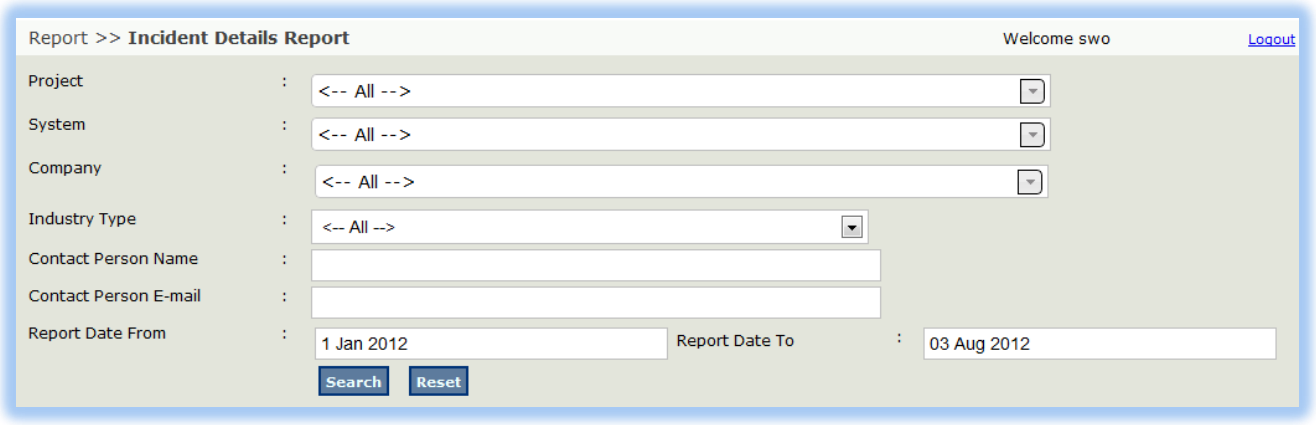
NOTE:

1. Not all browsers will display window **File Download**, some browsers will download the report to the Default Download Folder according to user's browser setting.
2. Make sure the **browser has been activated with Unblock Pop-up setting** to enable pop-up report.
3. Make sure user's computer has **Microsoft Word installed to view** the report.

10.0 HOW TO VIEW INCIDENT DETAILS REPORT

Go to ***Report*** ⇨ ***Incident Details Report***.

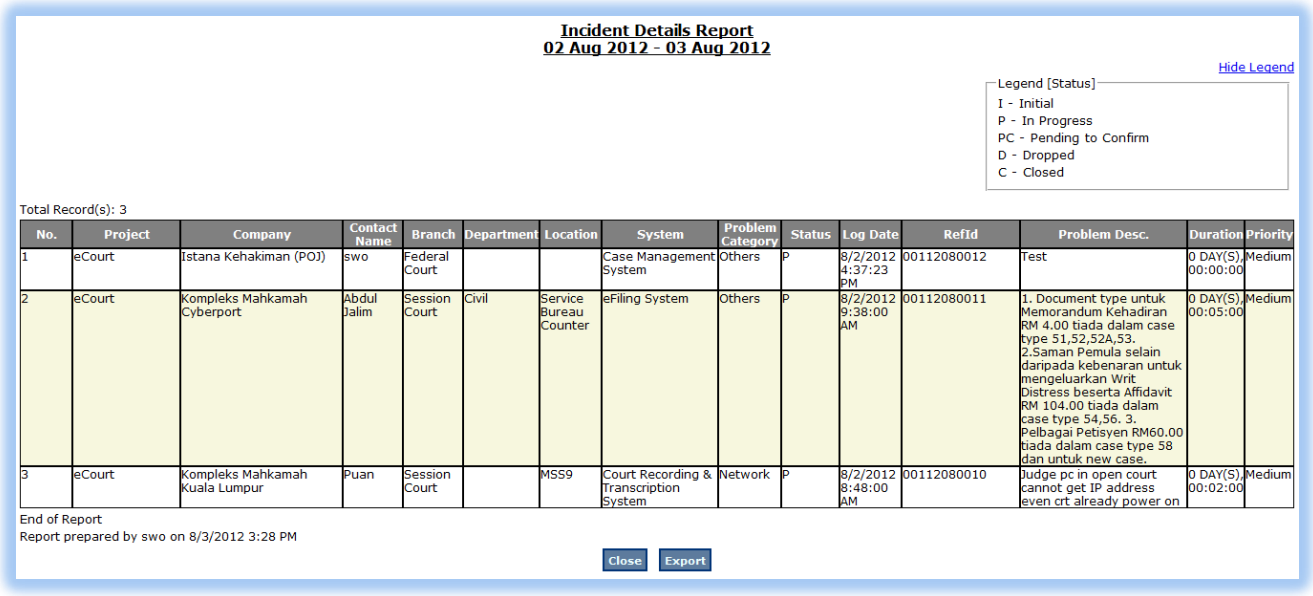
Page **Incident Details Report** with **Search** function will be displayed.



Incident Details Report Search Screen

Click on button to **reset** the form.

To **search** Incident Details Report, enter search criteria, click on button , Incident Details Report will pop up according to search criteria.



Incident Details Report
02 Aug 2012 - 03 Aug 2012

Hide Legend

Legend [Status]
I - Initial
P - In Progress
PC - Pending to Confirm
D - Dropped
C - Closed

Total Record(s): 3

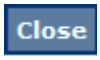
No.	Project	Company	Contact Name	Branch	Department	Location	System	Problem Category	Status	Log Date	RefId	Problem Desc.	Duration	Priority
1	eCourt	Istana Kehakiman (POJ)	swo	Federal Court			Case Management System	Others	P	8/2/2012 4:37:23 PM	00112080012	Test	0 DAY(S), 00:00:00	Medium
2	eCourt	Kompleks Mahkamah Cyberport	Abdul Jalim	Session Court	Civil	Service Bureau Counter	eFiling System	Others	P	8/2/2012 9:38:00 AM	00112080011	1. Document type untuk Memorandum Kehadiran RM 4.00 tiada dalam case type 51,52,52A,53. 2.Saman Pemula selain daripada kebenaran untuk mengeluarkan Writ Distress beserta Affidavit RM 104.00 tiada dalam case type 54,56. 3. Pelbagai Petisyen RM60.00 tiada dalam case type 58 dan untuk new case.	0 DAY(S), 00:05:00	Medium
3	eCourt	Kompleks Mahkamah Kuala Lumpur	Puan	Session Court		MSS9	Court Recording & Transcription System	Network	P	8/2/2012 8:48:00 AM	00112080010	Judge pc in open court cannot get IP address even crt already power on	0 DAY(S), 00:02:00	Medium

End of Report
Report prepared by swo on 8/3/2012 3:28 PM

Close Export

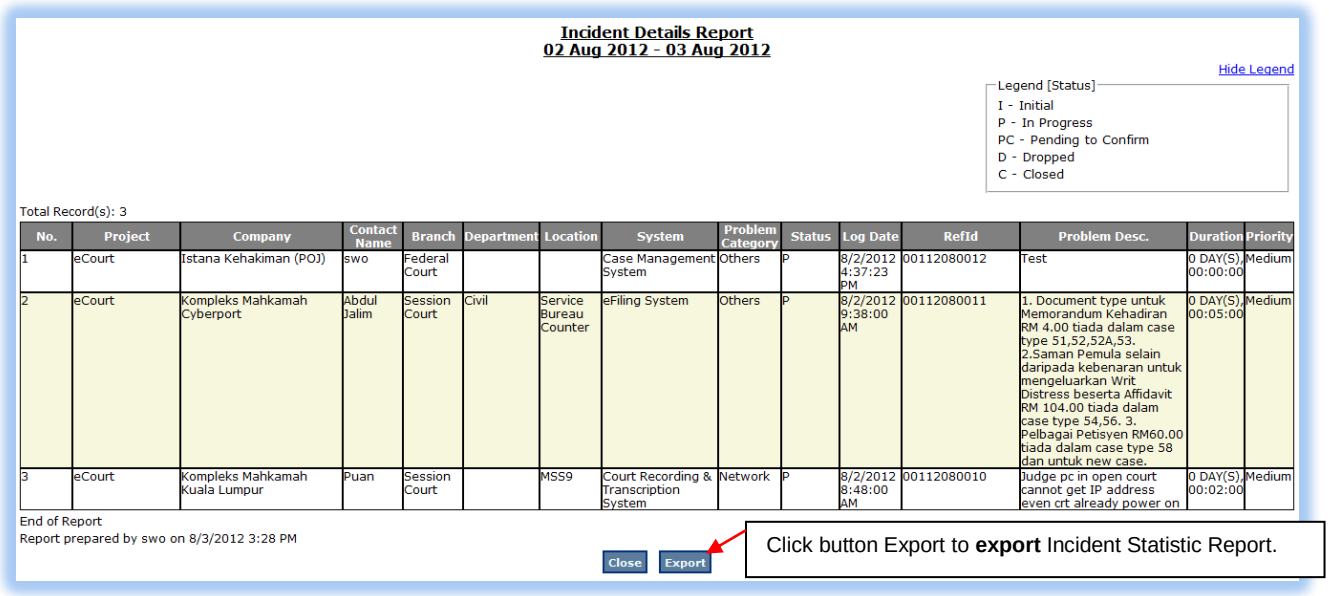
Incident Details Report Screen

Click on hyperlink **Hide Legend** to hide the Legend. To **Hide Legend**, click on hyperlink **Show Legend**.

Click on button  to close Incident Details Report.

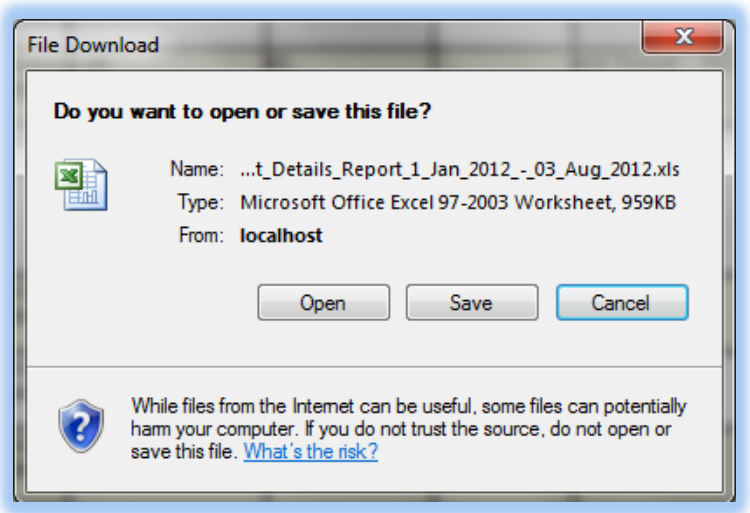
10.1. Export Incident Details Report

To export Incident Details Report, click on button Export at Incident Details Report Screen.


Incident Details Report
02 Aug 2012 - 03 Aug 2012
Hide Legend
Legend [Status]
I - Initial
P - In Progress
PC - Pending to Confirm
D - Dropped
C - Closed
Total Record(s): 3
No. | Project | Company | Contact Name | Branch | Department | Location | System | Problem Category | Status | Log Date | RefId | Problem Desc. | Duration | Priority
1 | eCourt | Istana Kehakiman (POJ) | swo | Federal Court | | | Case Management System | Others | P | 8/2/2012 4:37:23 PM | 00112080012 | Test | 0 DAY(S), 00:00:00 | Medium
2 | eCourt | Kompleks Mahkamah Cyberport | Abdul Jalim | Session Court | Civil | Service Bureau Counter | eFiling System | Others | P | 8/2/2012 9:38:00 AM | 00112080011 | 1. Document type untuk Memorandum Kehadiran RM 4.00 tiada dalam case type 51,52,52A,53. 2.Saman Pemula selain daripada kebenaran untuk mengeluarkan Writ Distress beserta Affidavit RM 104.00 tiada dalam case type 54,56. 3. Pelbagai Petisyen RM60.00 tiada dalam case type 58 dan untuk new case. | 0 DAY(S), 00:05:00 | Medium
3 | eCourt | Kompleks Mahkamah Kuala Lumpur | Puan | Session Court | | MSS9 | Court Recording & Transcription System | Network | P | 8/2/2012 8:48:00 AM | 00112080010 | Judge pc in open court cannot get IP address even crt already power on | 0 DAY(S), 00:02:00 | Medium
End of Report
Report prepared by swo on 8/3/2012 3:28 PM
Close
Export
Click button Export to **export** Incident Statistic Report.

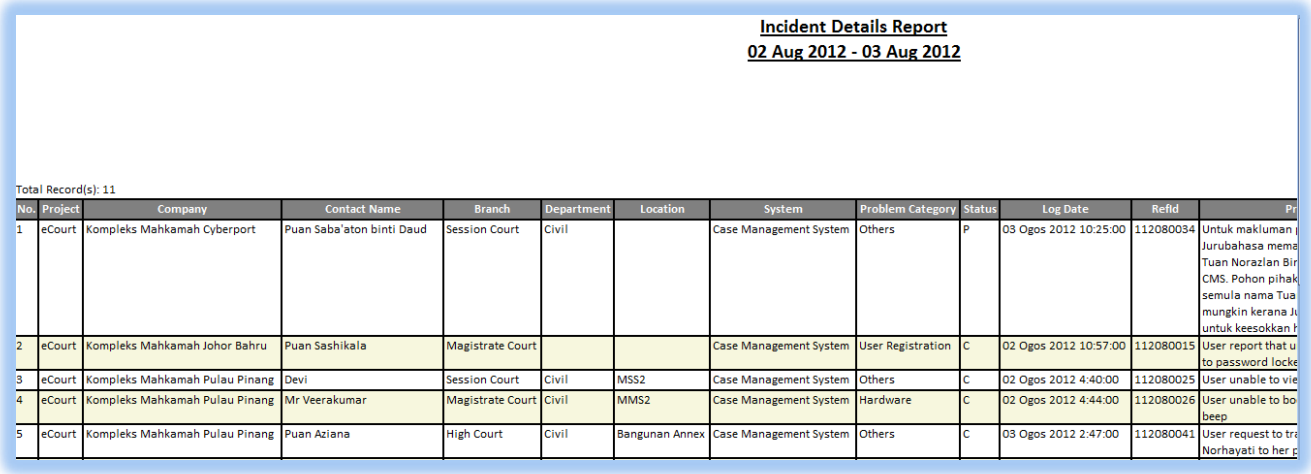
Incident Details Report Screen: Export

File Download window will be displayed.


File Download
Do you want to open or save this file?
Name: ...t_Details_Report_1_Jan_2012_-_03_Aug_2012.xls
Type: Microsoft Office Excel 97-2003 Worksheet, 959KB
From: localhost
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

File Download Screen

Click on button [Open] or [Save] to **open** or **save** the Incident Details Report. Report will open or save in **Microsoft Excel** format.



Incident Details Report
02 Aug 2012 - 03 Aug 2012

Total Record(s): 11

No.	Project	Company	Contact Name	Branch	Department	Location	System	Problem Category	Status	Log Date	RefId	Pr
1	eCourt	Kompleks Mahkamah Cyberport	Puan Saba'aton binti Daud	Session Court	Civil		Case Management System	Others	P	03 Ogos 2012 10:25:00	112080034	Untuk makluman p Jurubahasa mema Tuan Norazlan Bir CMS. Pohon pihak semula nama Tua mungkin kerana Ju untuk keesokkan h
2	eCourt	Kompleks Mahkamah Johor Bahru	Puan Sashikala	Magistrate Court			Case Management System	User Registration	C	02 Ogos 2012 10:57:00	112080015	User report that u to password locke
3	eCourt	Kompleks Mahkamah Pulau Pinang	Devi	Session Court	Civil	MSS2	Case Management System	Others	C	02 Ogos 2012 4:40:00	112080025	User unable to vie
4	eCourt	Kompleks Mahkamah Pulau Pinang	Mr Veerakumar	Magistrate Court	Civil	MMS2	Case Management System	Hardware	C	02 Ogos 2012 4:44:00	112080026	User unable to bo beep
5	eCourt	Kompleks Mahkamah Pulau Pinang	Puan Aziana	High Court	Civil	Bangunan Annex	Case Management System	Others	C	03 Ogos 2012 2:47:00	112080041	User request to tra Norhayati to her p

*Downloaded Report Sample Scree*n

NOTE:

1. Not all browsers will display window **File Download**, some browsers will download the report to the Default Download Folder according to user's browser setting.
2. Make sure the **browser has been activated with Unblock Pop-up setting** to enable pop-up report.
3. Make sure user's computer has **Microsoft Word installed to view** the report.

11.0 HOW TO MAINTAIN DYNAMIC REPORT

Go to ***Report*** ⇨ ***Dynamic Report***.

Page **Dynamic Report** with **Search** function will be displayed.

Dynamic Report Search Screen

Click on button to **reset** the form.

To **search** Dynamic Report, enter search criteria, click on button ,

Dynamic Report List will be displayed according to search criteria.

11.1. Create Dynamic Report

Click on icon Create New to create new Dynamic Report, Dynamic Report Entry Page will be displayed.

Create Dynamic Report Screen

Click on button Cancel to back to Dynamic Report Listing page.

Click on button Reset to reset the form.

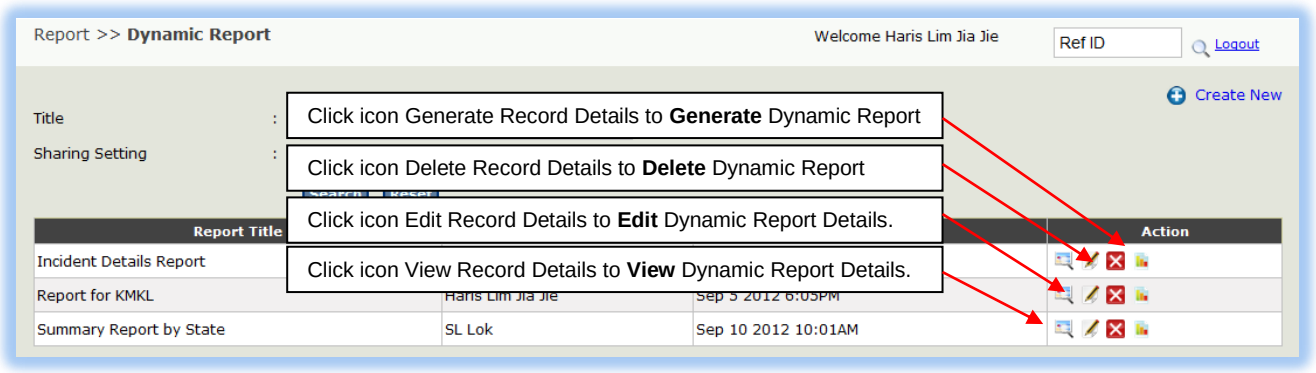
Click on button Display to preview the Report

To create new record, fill in the form Dynamic Report Entry Page. Click button Save to save Dynamic Report. New Dynamic Report will be displayed at the Dynamic Report Details List, message **Saved Successfully** will be displayed at the top of the page.

Message Saved Successfully

11.2. Actions

Dynamic Report Details List provides View, Edit and Delete and Generic Report actions. ( )


Report >> Dynamic Report
Welcome Haris Lim Jia Jie
Ref ID
Logout
Create New
Title :
Sharing Setting :
Click icon Generate Record Details to **Generate** Dynamic Report
Click icon Delete Record Details to **Delete** Dynamic Report
Click icon Edit Record Details to **Edit** Dynamic Report Details.
Click icon View Record Details to **View** Dynamic Report Details.
Report Title
Action
Incident Details Report
Report for KMKL
Summary Report by State
SL Lok
Sep 10 2012 10:01AM

Dynamic Report Listing Screen: Actions

11.2.1. View Dynamic Report Details

Click on icon to view record details, a pop-up window **View Dynamic Report Details** page will be displayed.

View Report Details
Title : My Report
Sharing Setting : Individual
Created By : Haris Lim Jia Jie
Date Created : Sep 12 2012 2:45PM
Modified By : Haris Lim Jia Jie
Date Modified : Sep 12 2012 2:45PM
Close

View Dynamic Report Details Screen

11.2.2. Edit Dynamic Report Details

Click on icon to edit Dynamic Report. Selected Dynamic Report Entry page will be displayed.

Edit Dynamic Report Entry Screen

Click on button Cancel to go back to Dynamic Report Listing page.

Click on button Reset to reset the form.

Click on button Display to preview the Report.

Edit the Dynamic Report Details form and click button Save to save edited details. After confirming save action, page will redirect to Dynamic Report Details List page, and message **Saved Successfully** will be displayed at the top of the page.

Message Saved Successfully

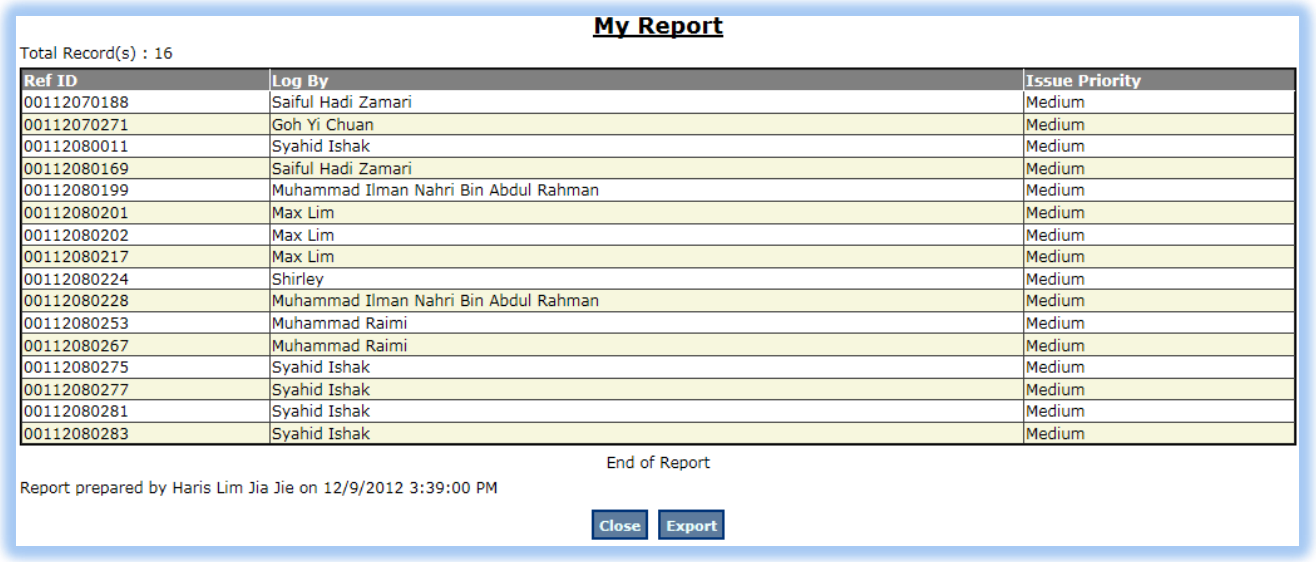
11.2.3. Delete Dynamic Report

Click on icon to delete Dynamic Report. After confirming delete action, message **Deleted Successfully** will be displayed at the top of the page.

Message Deleted Successfully

11.2.4. Generate Dynamic Report

Click on icon to generate report, a pop-up window Dynamic Report page will be displayed.



My Report

Total Record(s) : 16

Ref ID	Log By	Issue Priority
00112070188	Saiful Hadi Zamari	Medium
00112070271	Goh Yi Chuan	Medium
00112080011	Syahid Ishak	Medium
00112080169	Saiful Hadi Zamari	Medium
00112080199	Muhammad Ilman Nahri Bin Abdul Rahman	Medium
00112080201	Max Lim	Medium
00112080202	Max Lim	Medium
00112080217	Max Lim	Medium
00112080224	Shirley	Medium
00112080228	Muhammad Ilman Nahri Bin Abdul Rahman	Medium
00112080253	Muhammad Raimi	Medium
00112080267	Muhammad Raimi	Medium
00112080275	Syahid Ishak	Medium
00112080277	Syahid Ishak	Medium
00112080281	Syahid Ishak	Medium
00112080283	Syahid Ishak	Medium

End of Report

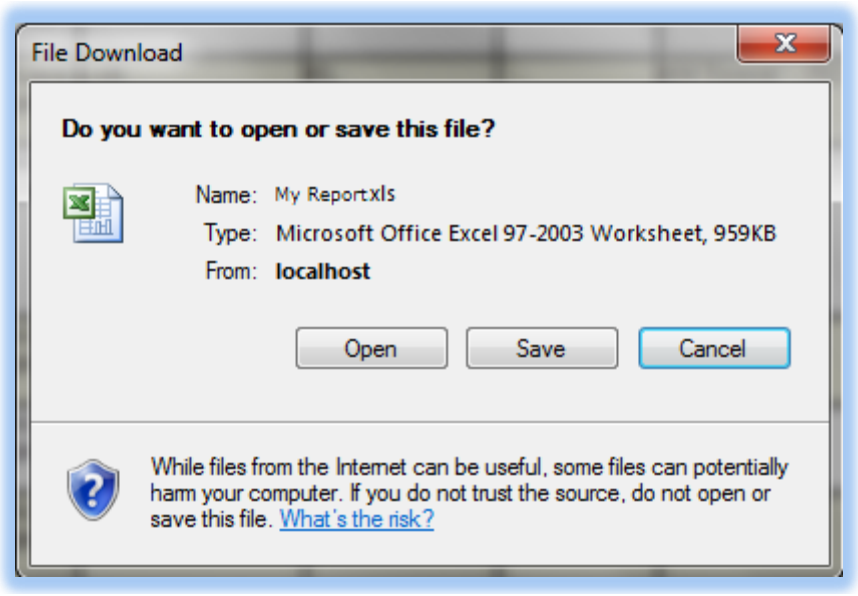
Report prepared by Haris Lim Jia Jie on 12/9/2012 3:39:00 PM

Close Export

Dynamic Report Screen

Click on button Close to close Dynamic Report.

To export Incident Statistics Report, click on button Export at Incident Statistics Report Screen.


File Download
Do you want to open or save this file?
Name: My Report.xls
Type: Microsoft Office Excel 97-2003 Worksheet, 959KB
From: localhost
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

File Download Screen

Click on button Open or Save to open or save the Incident Details Report. Report will open or save in Microsoft Excel format.

My Report

Total Record(s) : 16

Ref ID	Log By	Issue Priority
112070188	Saiful Hadi Zamari	Medium
112070271	Goh Yi Chuan	Medium
112080011	Syahid Ishak	Medium
112080169	Saiful Hadi Zamari	Medium
112080199	Muhammad Ilman Nahri Bin Abdul Rahman	Medium
112080201	Max Lim	Medium
112080202	Max Lim	Medium
112080217	Max Lim	Medium
112080224	Shirley	Medium
112080228	Muhammad Ilman Nahri Bin Abdul Rahman	Medium
112080253	Muhammad Raimi	Medium
112080267	Muhammad Raimi	Medium
112080275	Syahid Ishak	Medium
112080277	Syahid Ishak	Medium
112080281	Syahid Ishak	Medium
112080283	Syahid Ishak	Medium

End of Report

Report prepared by Haris Lim Jia Jie on 12/9/2012 3:39:00 PM

Downloaded Report Sample Screen

NOTE:

1. Not all browsers will display window **File Download**, some browsers will download the report to the Default Download Folder according to user's browser setting.
2. Make sure the **browser has been activated with Unblock Pop-up setting** to enable pop-up report.
3. Make sure user's computer has **Microsoft Word installed to view** the report.